ADSL Internet Services

Faster Internet Access and retain your current Melb PC email address.

Although our previous arrangement with WestNet (www.westnet.com.au/) no longer applies, Melb PC members may enjoy an ADSL broadband Internet connection, and still have access to services offered by Melb PC including their email address. ADSL (http://en.wikipedia.org/wiki/ADSL) provides a higher capacity and more reliable connection than Wireless Broadband. It also has no time restrictions or telephone call costs and you can use your telephone while you are connected to the Internet.

How To Apply
Contact the providers Westnet, TPG, iiNet, DoDo, Telstra etc who will arrange the connection through your telephone company.

How To Set Up Your Computer

Once your ADSL connection has been provisioned and your account set up, you need to install the ADSL modem, configure it, and a fit a line filter on each telephone. Information on this is normally included with a modem/router & filters supplied by the provider. Once this is done you should be able to browse the web and download your Melb PC email immediately.

If you have any problems installing and configuring your ADSL modem or getting connection to work, please contact the ADSL provider.

Using MelbPC's Internet Services

Downloading your MelbPC email should work immediately without any adjustments. To send mail from your Melb PC email account you may need to alter the **outgoing mail server** setting to your provider in order for it to work.

Some providers may charging a fee for a static IP address. Should you not wish to pay this fee, ensure that "Static IP" is turned off. Your can display your IP and see if it is a static or dynamic address at http://ipaddress.com/ This URL will check your current IP and advise whether it is a static IP address or not.

If you have any problems using any of Melb PC's Internet services, i.e. your Melb PC mail account, web site, news or the MOTD, please contact MelbPC Help.

More Information
ADSL

Can I get ADSL if I have a local telephone service from a telephone company other than Telstra?
It is possible with the exception that it may not be possible if your local telephone service is provided by Optus. If Optus provide your telephone service through their HFC local network then it is not possible. It is only possible to get ADSL if your telephone line is connected to Telstra's local exchange. If Optus provide your telephone service then you can ask them whether ADSL is possible or apply for ADSL and see if an ADSL connection can be provisioned.

Do I need to have a central filter installed?
You need a central filter if you have a monitored alarm system on the telephone line that the ADSL service is on. It is also preferable to have a central filter if you have more than four devices connected to the telephone line, not including the ADSL modem. Only devices, e.g. telephones, faxes, answering machines, dial-up modems, plugged into the telephone line count - it does not matter how many telephone sockets you have.

Central filters must be installed by ACA registered installer.

What's the difference between and central filter and a central splitter?
There is no difference. They are two different terms used interchangeably for the same device.

Where do I find a registered installer?
Look in the Yellow Pages under "Telephones & Systems - Installation &/or Maintenance". If you are having one installed because you have a monitored alarm system, it may be worth asking your alarm company if they have or can recommend an ACA registered installer to do the work.

How many line filters do I need?
You need one line filter for each device that is connected to a telephone socket *except* the ADSL modem. Modems ordered from WestNet include one line filter in the box, so order one less than you need. If you need to install a central filter you do not need any line filters.

Where do I put the line filters?
You need to put one line filter in between the telephone socket and every device that is connected to a telephone socket *except* the ADSL modem. Do **not** connect a line filter to the ADSL modem, as it will block the ADSL signal.

Do I put my Melb PC username and password on the ADSL application?
No, the username and password fields on the ADSL application are for your Providers account. You enter these into your ADSL modem and use them for your first Providers email account, if you use it, and logging in to your Providers ADSL account management web page.

I can't send any email but I receive my Melb PC email ok. What do I do?
To send email you may need to change the outgoing mail server in your email program to the providers SMTP server, although this is not necessary with Office 365.

Do I need to keep my computer switched on all the time as you say that ADSL is an *"always on"* service?
No, you do not need to keep your computer switched on all the time. By *"always on"* it is meant that you are connected to the Internet whenever your computer and ADSL modem are switched on.

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